

Regular telephone users dial 9-1-1 to report all emergencies

Cellular phone users dial these seven digit numbers to report an emergency when in the following cities in Santa Clara County:

Campbell	408 378-8161
Cupertino	408 299-3233
Gilroy	408 846-0354
Los Altos	650 947-2779
Los Altos Hills	408 299-3233
Los Gatos	408 354-8600
Milpitas	408 263-1212 Police
	408 998-7212 Fire
Monte Sereno	408 354-8600
Morgan Hill	408 779-2101
Mt. View	650 903-6395
Palo Alto	650 321-4433
San Jose	408 277-8911
San Martin	408 299-3233
Santa Clara	408 296-2236 Police
	408 296-1515 Fire
Saratoga	408 299-3233
Sunnyvale	408 736-6244
Unincorporated	408 299-3233

HOW TO REPORT AN EMERGENCY

- **Speak slowly and clearly**
- **State your name, location of the emergency and telephone number**
- **Describe the emergency**
 - **What happened?**
 - **Where did it happen?**
 - **Who is involved?**
 - **Stay on the phone.**

----- ◆ -----

***PREPARE
FOR EMERGENCIES**

***BE AWARE
OF YOUR SURROUNDINGS**

***TAKE ACTION TO PROTECT
YOURSELF AND OTHERS**

Telephone Tips

DURING AN EMERGENCY



Prepare

Be Aware

Take Action

City of Cupertino
OFFICE OF EMERGENCY SERVICES
408 777-3335



DURING AN EARTHQUAKE

Telephone lines are designed to handle 10% phone use at any given time. Once phone use exceeds 10%, the system is overwhelmed and local call service can be suspended. That means 9-1-1 calls won't be available! Long distance calls will be easier to make so arrange an out of area contact where loved ones can check in and receive messages.

If power is out, cordless telephones will not work. Keep a backup phone available to plug directly into the phone jack.

To help reduce the strain on the phone system:

- Stay off the phone unless you have a life threatening emergency. For general information about the earthquake, turn on a battery operated radio.

Put telephone receivers shaken off the hook back in their cradle immediately.

- If you do have an emergency and can't get a dial tone, don't click the receiver. When you pick up the phone, your call request goes into a queue. Each time you click the receiver, you go back to the end of the line. If a dial tone is not received within 60 seconds, the system may be overwhelmed. *Be sure to know life saving techniques.*

Pay phone service is restored before residential service. Calling 9-1-1 from a pay phone is a free call.

Many cellular phone calls must travel through regular phone lines to connect. So the same rules apply – use only for life threatening emergencies. *Calling 9-1-1 from a cellular phone will connect you to the California Highway Patrol in Vallejo and can cause delays in emergency response.* Know your local seven digit emergency number to call directly to your 9-1-1 center.

The seven digit emergency phone number for Cupertino is:

408 299-3233

PREPARE FOR ALL EMERGENCIES

- Make copies of important personal/business documents and store them in a safe place.
- Identify an **out of state** contact person so family and friends can communicate with you during an emergency.
- Develop an emergency plan.
 - Plan for a meeting place if you cannot go home.
 - Discuss what children should do if at school. Coordinate with neighbors for pick-up if children who attend the same school and list them on school emergency form.
 - Assemble emergency supplies for 3-7 days, including prescription medicines, eyeglasses, First Aid Kit, battery operated radio & flashlight, food & water.
 - Learn how to locate and shut-off (if necessary) electricity, water and gas.
- **Organize your neighborhood!**
 - Discuss Emergency Preparedness
 - Contact the Office of Emergency Services for assistance!

Enroll in Community Emergency Response Team (CERT) training